



Complaints publication report (1 Annex 1BR)

Period covered in this report: 01 July 2025 to 31 December 2025

Number of Complaints opened by volume of business	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Fortegra Insurance UK Ltd	0.31 per 1000 policies in force	0.33 per 1000 policies sold	27	26	100%	33%

This information is presented for complaints made by eligible complainants (person/s eligible to have a complaint considered under the Financial Ombudsman Service) as defined under DISP 2.7 of the UK's Financial Conduct Authority Handbook. It relates only to UK business.

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